



Farmers & Merchants Savings Bank Moves to Fiserv to Drive Growth with an Enhanced Customer Experience

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Automation of manual processes and streamlined technology management will drive efficiency for the bank

BROOKFIELD, Wis.--(BUSINESS WIRE)--Apr. 12, 2018-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that Farmers & Merchants Savings Bank, based in Iowa City, Iowa, is taking on a competitive market with a robust set of retail and business banking capabilities from Fiserv. The bank is focused on driving growth through the delivery of an enhanced experience for personal and business customers.

"Our customers have a great deal of choice in where they bank," said Cindy Kovach, Chief Operating Officer, Farmers & Merchants Savings Bank. "The Fiserv technology platform will enable us to offer additional products, such as checking accounts tailored to different customer needs, so we can stand out and give people more reasons to bank with us."

Farmers & Merchants Savings Bank will implement the Premier® core account processing platform from Fiserv, as well as integrated solutions for retail and business online banking, mobile banking, business analytics and more. The fact that Fiserv offers an inclusive set of solutions – from the customer experience to the back office – was a key reason the bank chose Fiserv. This will enable the bank to deliver a consistent, connected experience while streamlining vendor management.

In addition, the new capabilities from Fiserv will allow the bank to drive business efficiency by automating tasks and reducing manual processes. Daily reporting is one area where automation will provide notable benefits. Bank employees will no longer be required to manually run, print, sign and file daily reports. The automation of reporting will save a significant amount of time, enabling employees to focus on higher value, customer-oriented tasks. It will also reduce the opportunity for human error and help facilitate regulatory compliance.

"Farmers & Merchants Savings Bank is moving forward in pace with their customers' changing expectations," said Todd Horvath, president, Bank Solutions, Fiserv. "The bank recognizes the potential for growth that comes with offering a robust set of capabilities to attract new retail and commercial customers. Putting the right technology in place positions them to capture that potential."

In a world moving faster than ever before, Fiserv helps clients deliver solutions in step with the way people live and work today – financial services at the speed of life. Learn more at [fiserv.com](#).

About Farmers & Merchants Savings Bank

Farmers & Merchants Savings Bank is an independent community bank with a strong tradition of meeting customers' needs and the needs of the local community. Founded in 1901, the bank currently operates three branches in eastern Iowa, providing personal, friendly service and competitive financial products. For more information visit [fmbankonline.com](#).

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences in step with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE® 500 and has been named among the FORTUNE Magazine World's Most Admired Companies® for five consecutive years, recognized for strength of business model and innovation leadership. For more information, visit [fiserv.com](#).

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